

INDEX TO EXHIBITS

Docket No. F-2020-3021673

Hearing Date: May 11, 2021

NUMBER

PPL Exhibit:

Exhibit 1 Account Activity

Statement

Exhibit 2 Account Contact

History

*** Account Information ***

*** Current Account Status ***

Account Number: 10518-39029
 Mail To: SHERON MCKAY
 2376 UPPER SMITH GAP RD
 SAYLORSBURG PA 18353
 Requested By: SHERON MCKAY
 (570)895-1506 Extension:

Payment Agreement
 Installment: \$0.00 Balance: \$0.00
 Budget Bill Amortization
 Installment: \$0.00 Balance: \$0.00
 Current Rate: RS



DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
05/04/2017	Payment		\$-151.83								
05/23/2017	OnTrack Credit		\$-61.31								
05/23/2017	ELECTRIC SERVICE		\$87.27								
05/23/2017	ENERGY HARBOR		\$125.87								
05/23/2017	Regular Bill	06/13	\$303.66	\$133.57			0222/0052	98774A	31	1554	
05/30/2017	Payment		\$-151.83								
06/23/2017	OnTrack Credit		\$-16.97								
06/23/2017	ELECTRIC SERVICE		\$68.81								
06/23/2017	ELECTRIC SERVICE		\$2.35								
06/23/2017	ENERGY HARBOR		\$3.24								
06/23/2017	STREAM ENERGY PA		\$94.40								
06/23/2017	Regular Bill	07/17	\$303.66	\$134.86			0010/0000	988140	30	1238	
07/05/2017	Payment		\$-150.00								
07/25/2017	ELECTRIC SERVICE		\$52.88								
07/25/2017	STREAM ENERGY PA		\$65.01								
07/25/2017	Regular Bill	08/15	\$271.55	\$153.66			0000/0318	00837A	30	825	
08/11/2017	Payment		\$-153.66								
08/23/2017	ELECTRIC SERVICE		\$47.76								
08/23/2017	STREAM ENERGY PA		\$55.71								
08/23/2017	Regular Bill	09/13	\$221.36	\$117.89			0000/0262	01544A	31	707	
08/30/2017	Payment		\$-151.83								
09/12/2017	Payment		\$-151.83								
09/25/2017	OnTrack Overpayment EXCR		\$-82.30								
09/25/2017	ELECTRIC SERVICE		\$49.93								
09/25/2017	STREAM ENERGY PA		\$59.73								
09/25/2017	Regular Bill	10/16	\$27.36				0048/0107	02302A	31	758	
10/19/2017	Payment		\$-69.53								
10/23/2017	OnTrack Overpayment EXCR		\$-42.17								
10/23/2017	ELECTRIC SERVICE		\$54.95								
10/23/2017	STREAM ENERGY PA		\$68.00								
10/23/2017	Regular Bill	11/13	\$80.78				0113/0121	03165A	29	863	
11/13/2017	Payment		\$-109.66								
11/22/2017	OnTrack Credit		\$-109.80								
11/22/2017	OnTrack Overpayment EXCR		\$-28.88								

PPL/McKay-000001

PPL EXHIBIT 1

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
11/22/2017	ELECTRIC SERVICE		\$105.19								
11/22/2017	STREAM ENERGY PA		\$156.65								
11/22/2017	Regular Bill	12/13	\$123.16				0517/0005	05153A	31	1988	
12/04/2017	Payment		\$-123.16								
12/26/2017	OnTrack Credit		\$-178.37								
12/26/2017	ELECTRIC SERVICE		\$129.94								
12/26/2017	STREAM ENERGY PA		\$200.47								
12/26/2017	Regular Bill	01/16	\$152.04				0868/0000	07697A	30	2544	
01/15/2018	Payment		\$-152.04								
01/24/2018	OnTrack Credit		\$-339.01								
01/24/2018	ELECTRIC SERVICE		\$184.80								
01/24/2018	STREAM ENERGY PA		\$301.25								
01/24/2018	Regular Bill	02/14	\$147.04				1304/0000	11520A	33	3823	
02/20/2018	Payment		\$-147.04								
02/22/2018	OnTrack Credit		\$-222.44								
02/22/2018	ELECTRIC SERVICE		\$142.22								
02/22/2018	STREAM ENERGY PA		\$227.26								
02/22/2018	Regular Bill	03/15	\$147.04				0878/0000	14404A	29	2884	
03/23/2018	OnTrack Credit		\$-193.12								
03/23/2018	ELECTRIC SERVICE		\$131.82								
03/23/2018	STREAM ENERGY PA		\$208.34								
03/23/2018	Regular Bill	04/13	\$294.08	\$85.74			0786/0000	17048A	29	2644	
03/29/2018	Payment		\$-160.00								
04/24/2018	OnTrack Credit		\$-201.67								
04/24/2018	ELECTRIC SERVICE		\$134.14								
04/24/2018	STREAM ENERGY PA		\$214.57								
04/24/2018	Regular Bill	05/15	\$281.12	\$66.55			0681/0007	19771A	30	2723	
05/07/2018	Payment		\$-149.08								
05/23/2018	OnTrack Credit		\$-53.01								
05/23/2018	ELECTRIC SERVICE		\$81.77								
05/23/2018	STREAM ENERGY PA		\$118.28								
05/23/2018	Regular Bill	06/13	\$279.08	\$132.04			0181/0051	21272A	31	1501	
05/25/2018	Payment		\$-160.00								
06/11/2018	Payment		\$-145.00								
06/11/2018	Payment		\$-145.00								
06/14/2018	Debit Transfer Charge		\$26.72								
06/14/2018	Debit Transfer Charge		\$118.28								
06/21/2018	Payment		\$-60.00								
06/22/2018	OnTrack Overpayment EXCR		\$-145.00								
06/22/2018	OnTrack Overpayment EXCR		\$-25.92								
06/22/2018	ELECTRIC SERVICE		\$41.34								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
06/22/2018	STREAM ENERGY PA		\$43.66								
06/22/2018	Regular Bill	07/13	\$-0.92				0004/0171	21826A	30	554	
07/24/2018	OnTrack Overpayment EXCR		\$-23.88								
07/24/2018	ELECTRIC SERVICE		\$20.82								
07/24/2018	STREAM ENERGY PA		\$8.44								
07/24/2018	Regular Bill	08/14	\$28.34				0000/0359	00000A	30	107	
08/01/2018	Payment		\$-130.00								
08/16/2018	Payment		\$-125.00								
08/22/2018	OnTrack Overpayment EXCR		\$-125.00								
08/22/2018	OnTrack Overpayment EXCR		\$-101.66								
08/22/2018	ELECTRIC SERVICE		\$36.18								
08/22/2018	STREAM ENERGY PA		\$37.82								
08/22/2018	Regular Bill	09/12	\$-79.62				0000/0358	00000A	31	480	
09/24/2018	ELECTRIC SERVICE		\$39.96								
09/24/2018	STREAM ENERGY PA		\$45.07								
09/24/2018	Regular Bill	10/15	\$-67.63				0015/0281	00000A	31	572	
09/26/2018	Payment		\$-125.00								
10/23/2018	ELECTRIC SERVICE		\$57.79								
10/23/2018	STREAM ENERGY PA		\$76.98								
10/23/2018	Regular Bill	11/13	\$-57.86				0131/0067	00000A	29	977	
11/21/2018	ELECTRIC SERVICE		\$115.26								
11/21/2018	STREAM ENERGY PA		\$185.10								
11/21/2018	Regular Bill	12/12	\$242.50				0612/0001	00000A	31	2349	
12/06/2018	Payment		\$-145.00								
12/18/2018	Late Payment Charge		\$1.22								
12/21/2018	ELECTRIC SERVICE		\$154.71								
12/21/2018	STREAM ENERGY PA		\$265.01								
12/21/2018	Regular Bill	01/11	\$518.44	\$97.50			0896/0000	00000A	30	3363	
01/17/2019	Late Payment Charge		\$0.02								
01/17/2019	Late Payment Charge		\$4.53								
01/17/2019	Late Payment Charge		\$1.93								
01/24/2019	ELECTRIC SERVICE		\$171.47								
01/24/2019	STREAM ENERGY PA		\$302.43								
01/24/2019	Regular Bill	02/14	\$998.82	\$518.44			1045/0000	00000A	34	3838	
02/25/2019	ELECTRIC SERVICE		\$157.27								
02/25/2019	STREAM ENERGY PA		\$276.27								
02/25/2019	Regular Bill	03/18	\$1432.36	\$998.82			1035/0000	00000A	30	3506	
03/25/2019	ELECTRIC SERVICE		\$91.71								
03/25/2019	STREAM ENERGY PA		\$147.75								
03/25/2019	Regular Bill	04/15	\$1671.82	\$1432.36			0814/0000	00000A	28	1875	
03/26/2019	Late Payment Charge		\$0.10								

Bill Account: 10518-39029

Account Activity Statement

Date: 04/27/21

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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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03/26/2019	Late Payment Charge		\$11.76					
03/26/2019	Late Payment Charge		\$6.04					
04/24/2019	ELECTRIC SERVICE		\$18.56					
04/24/2019	STREAM ENERGY PA		\$4.18					
04/24/2019	Regular Bill	05/15	\$1712.46	\$1671.82	0406/0011	00000A	32	53
04/29/2019	Payment		\$-140.00					
05/22/2019	OTRK Arrearage Credit		\$-93.94					
05/24/2019	ELECTRIC SERVICE		\$16.75					
05/24/2019	STREAM ENERGY PA		\$0.55					
05/24/2019	Regular Bill	06/17	\$1495.82	\$1478.52	0157/0027	00000A	30	7
06/24/2019	OTRK Arrearage Credit		\$-93.94					
06/25/2019	ELECTRIC SERVICE		\$16.53					
06/25/2019	STREAM ENERGY PA		\$0.16					
06/25/2019	Regular Bill	07/16	\$1418.57	\$1401.88	0013/0147	00000A	30	2
07/10/2019	ELECTRIC SERVICE		\$8.53					
07/10/2019	Regular Bill	07/31	\$1427.10	\$1401.88	0000/0174	000000	15	
11/04/2019	Charge Off		\$-430.75					
11/04/2019	Charge Off		\$-996.35					
03/11/2020	Debit Uncollectible		\$100.00					
03/11/2020	Payment		\$-100.00					

Account Contact History
Account: 1051839029 Customer Name: SHERON MCKAY
 From 1/27/2017 to 4/27/2021

Contact Date	Contact Type	Remarks	User
2020-12-30	Miscellaneous	WATT ID 2592695 reviewing formal no word of a new hearing or dismissal.	TAMI L ROLAND
2020-10-27	Miscellaneous	WATT ID 2592695 HEARING TODAY AFTER 1 HOUR DISCUSSING OFF THE RECORD CUST HAS ADDITIONAL QUESTIONS JUDGE EXPL CUST MUST NOW FILE ADDITIONAL QUESTIONS TO AMENDED FORMAL COMPLAINT NEW TENTATIVE HEARING IS FRIDAY DEC. 11.	TAMI L ROLAND
2020-10-23	Correspondence - General	Template Name Master Utility Report Created By LEAH KENNY Letter Edited No CS Letters ID 3792925	CSLET
2020-10-23	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2020-10-23	Credit	Caller SHERON MCKAY Ratepayer User Comments rp recd statement was explaining that she was not billed for actual use since she was on ot. explained she had eggs on acct and what they do and credits given to her cust wanted to know what year we stopped making electricity while looking up info rp hung up sat not assessed.	LEAH KENNY
2020-10-23	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Billed Amounts. Position Stated Yes. Sat No. WUR Required Yes. Caller s Concern OnTrack. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	LEAH KENNY
2020-09-09	Correspondence - General	Template Name Statement of Account - No Dispute Created By Roland Tami L Letter Edited Yes CS Letters ID 3717619	CSLET
2020-09-08	Miscellaneous	WATT ID 2592695 AND THIS WILL BE DISCUSSED AT THE HEARING.	TAMI L ROLAND
2020-09-08	Miscellaneous	WATT ID 2592695 TO DISCUSS. REP SAID SHE WOULD HAVE CALLS CK D GET BACK TO HER. super listened to two calls on 1 18 19 --- no mention of disco on either acct. MSG WAS LEFT TO CALL BACK NO CALL. TRIED TO EXPL THIS TO CUST HARD TO GET THE INFO IN WAS INTERRUPTED. NEAR END OF CALL EXPL I WILL SEND A STATEMENT WHICH SHOWS HER BAL	TAMI L ROLAND
2020-09-08	Miscellaneous	WATT ID 2592695 CUST CONTINUED TO ARGUE ABOUT THE BILLS ETC. EXPL I WILL SEND A STMT WHICH SHOWS THE BAL FROM THE LAST 2 YEARS AND IT IS VALID. WE GAVE MORE ONTRK CREDITS THAN WHAT SHE USED DURING THE BILL CYCLES AFTER SHE STATED SHE MOVED 3 20 19 IN THE NOTE ON 4 2 19. ON 4 2 19 SHE WAS TRANS	TAMI L ROLAND
2020-09-08	Miscellaneous	WATT ID 2592695 AFTER SHE SAID WE SENT HER TO COLLECTIONS DID NOT CONTACT HER FIRST. EXPL WE SENT A FINAL BILL REMINDER LETTER ON 8 8 19. SHE ASKED WHERE WE SENT. EXPL SENT TO THE SER ADD SINCE WE ASKED WHEN SHE CLOSED THE ACCT FOR A FORWARDING ADD IT WAS NOTED NOT KNOWN.	TAMI L ROLAND
2020-09-08	Miscellaneous	WATT ID 2592695 CUST RETURNED MY CALL WHILE ON PHONES. CALLED CUST BACK 4 00 - ARGUING ABOUT ACCT ISSUES. TRIED TO EXPL WE CK D CALLS NO RECORD OF A CALL TO DISC BEFORE THE CALL 7 5 19 WHICH CLOSED HER ACCT 7 6 19. UNABLE TO GIVE INFO WOULD NOT LET ME TALK. AT ONE POINT WAS ABLE TO EXPL	TAMI L ROLAND
2020-09-08	Call Transfer	Caller SHERON MCKAY Ratepayer. RP WAS TRANSFERRED TO TAMI TO FOLLOW UP ON MISSED CALL	VENCESUELA PEASE
2020-09-08	Credit	Caller SHERON MCKAY Ratepayer. Cont No action taken on this acct.	ANDREA ASHLEY
2020-09-08	Credit	Caller SHERON MCKAY Ratepayer. Cci looking to speak to Sr TR about her acct. The system somehow trans her call to me and I was able to get a message to Tami for her to give the cust a cb. She will call today after 2 pm as she is on the phones.	ANDREA ASHLEY
2020-09-04	Special Situation	LEFT MSG FOR CUST TO CALL. PLEASE TRANSFER TO TAMI X3758 TRYING TO DISCUSS PUC FORMAL COMPLAINT	TAMI L ROLAND
2020-09-04	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 2592695 Created	APRIL TOU
2020-09-04	Miscellaneous	WATT CCC Formal Complaint - Bill Dispute Work Item 2592694 Created	APRIL TOU
2020-07-14	SC - GRACE EXTENSION	Received notice that the customer appealed the PUC decision for BCS 3758573. Necessary protections placed on the customer s account until 08 03 2020.	E02623
2020-05-22	SC - GRACE EXTENSION	BCS 3758573. DATE CLOSED 05 22 2020. CO HAS NO RECORD THAT CUST CONTACTED IT PRIOR TO 7 5 2019. FINAL BILL IS 1 427.10 WHICH WAS FORWARDED TO A COLLECTION AGENCY. THE PUC HAS NO JURISDICTION OVER COLLECTION AGENCIES. COMPLANT DIMISSED.	E165934
2020-02-11	SC - PUC Informal Complaint	PUC MDIA BCS 3758573	CUCL143
2020-02-11	Credit	Caller SHERON MCKAY Ratepayer. advised april 2 19 calls were listened to. no disconnected requested in jan 2019. recd call 7 5 19 for disconnect NBD 7 16 19. went to collections 11 4 19. disputing disconnect date claims oved 3 20 19. sending rights understood	LORI DRIES
2020-02-11	Maintain Bill Account	Caller SHERON MCKAY Ratepayer updated mailing address from 7214 HARVEST WAY LONG POND PA 18334 to 2376 upper smith gap rd saylorsburg PA 18353. Reason Forwarding Address	LORI DRIES
2020-02-11	Correspondence - General	Template Name Master Utility Report Created By LORI DRIES Letter Edited No CS Letters ID 3529028	CSLET

Contact Date	Contact Type	Remarks	User
2020-02-11	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2020-02-11	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Account End Date. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No.	LORI DRIES
2020-02-11	Call Transfer	Caller SHERON MCKAY Ratepayer. dispute charges..xfer to start stop	KHALA ELLIS
2020-02-11	Call Transfer	Caller SHERON MCKAY Ratepayer. 133..cst stated didn t rec bill..adv cst never update info with address or address..adv md pymt 140 for the first pymt 5 15 and didn t md any pymt after that..xpl that she would need to speak with the fraud dep due to the bal due to she move..xpl that she apply for ontrck as she continue serv instead of disconn..cst want to	KHALA ELLIS
2020-02-11	Call Transfer	Caller SHERON MCKAY Ratepayer User Comments Cci ref to veri that dll in due to that disconn serv at the end of the feb..xpl to the cst that she never request for disconn..cst stated never live at the property since feb but move everything out since march 20....adv that the bal 1427.10..adv cst that ontrck plc her on an agrmt for 1689.72 and had to pay	KHALA ELLIS
2020-02-11	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	KHALA ELLIS
2020-02-11	Credit	Caller SHERON MCKAY Ratepayer User Comments i adv cust she has a bal of 430.75 and 996.35 transferred to billing	YASMEEN FOSTER
2020-02-11	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	YASMEEN FOSTER
2020-02-06	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Payment Assistance. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Rev 02 06 2020 13 58 caller calling about an account that is not her s needs to dispute this account	KATHY BENNETT
2020-02-06	WUR Assessment	Back Office Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	JACQUELINE GOODEN
2020-02-06	OB Call - Outreach	Caller Back Office Ratepayer. Called Sheron McKay RP no answer left msg confirming balance previous provided is correct and written off. Left msg if further assistance is still needed to call back and any agent would be able to assist.	ANGELA GRIER
2020-02-05	Credit	Caller SHERON MCKAY Ratepayer User Comments Cus called in to basically just inform that she does not think this balance is right and PPL should not be seeking for any funds if it was written off. Cus says she will contact attorney etc. Cus is wanting a sup to give her a call.	MIYATTA MURFREE
2020-02-05	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MIYATTA MURFREE
2020-01-31	Credit	Caller SHERON MCKAY Ratepayer. customer disconnected call before sup could handle the call sat not assessed	KNIGHTON,ASHLEY
2020-01-31	Credit	Caller SHERON MCKAY Ratepayer. customer called in due to her account being charged 1 427.00 cust was adv that she had missed payments as well as late payments which would of stopped her from receiving the debt forgiveness cust would like to know how much debt relief she was given while on the program customer is disputing the amount cust requested sup	KNIGHTON,ASHLEY
2020-01-31	Call Transfer	Caller SHERON MCKAY Ratepayer User Comments called stating she lost home to bank since feb and still was being billed..adv no record that she call to stop serv..adv ser were taken out her name 7 2019..sent statement history..adv can not back date..cst wanted to go over bal was on on track..xfer to t90035..sat	KIMBERLY WASHINGTON
2020-01-31	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Enhanced Verification Procedures. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account End Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KIMBERLY WASHINGTON
2020-01-31	Credit	Caller SHERON MCKAY Ratepayer User Comments CUST. CALLED WANTING TO SPEAK TO SURPervisor FILLED OUT AND ESCALATION REPORT WITH HER. SHE THEN ASKED TO BE SWITCHED OVER TO BILLING SO I DID SO	SHELBY THROWER
2020-01-31	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	SHELBY THROWER
2020-01-24	Credit	Caller SHERON MCKAY Ratepayer. C SW RP Expl when acct closes OT goes away and remaining bal due w final bill. Expl 1 427.10 trans to MRS BPO gave . RP stated we shouldn t have sent bal to agency we should have call her to set-up p a. Expl RP responsible to call to set-up final p a. Expl RP prov d no forwarding address.-SAT	MEGAN L MCGRAW
2020-01-24	Credit	Caller SHERON MCKAY Ratepayer User Comments S W RP stated she has bal w us on credit report. RP wants to know why stated she had OT. RP prov d wrong b a at first. Found this acct RP wanted to know dates of svc. Expl svc from 09 21 07 to 07 06 19. RP called on 7 5 19 to req disc. Expl RP didn t prov m a for final bill. C	MEGAN L MCGRAW
2020-01-24	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Account End Date. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MEGAN L MCGRAW
2020-01-24	Billing	Caller SHERON MCKAY Ratepayer User Comments Cust called to ask billing questions on closed account. Transferred to billing	RICHARD FRANTZ

Contact Date	Contact Type	Remarks	User
2020-01-24	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	RICHARD FRANTZ
2019-09-09	Connect Issued	CTP-Customer caller ADRIANE DAVIS DAVIS CallerRelation Ratepayer date of connect 09 10 2019 new address 7214 HARVEST WAY LONG POND PA 18334 DepositAmt 0 DepositReq No Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No	TIANA MONTANEZ
2019-08-08	Correspondence - Collections	Final Bill Reminder	
2019-07-08	Disconnect Completed		BATCH
2019-07-08	OT Reminder to Re-apply	OT Reminder to Re-apply	
2019-07-08	OnTrack Customer	OT agreement closed due to disconnect	BATCH
2019-07-05	3-day call - Ratepayer	CUBCL024	CUBCL024
2019-07-05	Connect/Disconnect	Caller SHERON MCKAY Ratepayer CSR Comments she wanted to know what will happen to her ot exp that it would be closed due to her moving and cancelling the acct exp that she will get a final bill and what ever amount she carried over with ot will be apply in the final bill	ROBIN STONE
2019-07-05	Disconnect Issued	Electric Caller SHERON MCKAY Ratepayer WantDate 07 06 2019 M A Forwarding Address Unknown Send Joint1 Letter No Customer Satisfied Understands Yes System CTP	ROBIN STONE
2019-07-05	Call Transfer	Caller SHERON MCKAY Ratepayer User Comments transfer cust to ontrack for further assistance	DIAMOND LUCAS
2019-07-05	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	DIAMOND LUCAS
2019-06-25	Correspondence - Collections	CUT DATE 2019-07-10 AMOUNT 132.94	
2019-06-10	OT Reminder Call		CUBCL026
2019-04-08	Credit	Caller SHERON MCKAY Ratepayer. cust sat	SAMANTHA SMITH
2019-04-08	Credit	Caller SHERON MCKAY Ratepayer User Comments cci to let us know not to term her as approved for OT. adv any term she d have was removed automatically with status change due to approval for OT. conf. amt is 136.47 mo. starting in May no pymt needed til that bill is out. adv process of OT seamless when cust moves as she may be moving in a few months.	SAMANTHA SMITH
2019-04-08	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SAMANTHA SMITH
2019-04-08	Correspondence - General	Template Name OnTrack Customer Enrollment Created By Miller Ann M Letter Edited No CS Letters ID 3086918	CSLET
2019-04-05	OnTrack Customer	s w r p verified she is enrolled in OT Submitted by Jodi H Agency TREHAB	SELF SERVICE USER
2019-04-05	Correspondence - General	Template Name OnTrack Standard Agreement Letter Created By Jodi H Letter Edited No CS Letters ID 3085739	CSLET
2019-04-05	OnTrack Customer	Customer enrolled in OnTrack Active . Monthly payment is 133.00. This may include the current CAP Plus charge.	JHEDGEO
2019-04-05	ONTRACK ENROLLMENT PENDING	Submitted by - Agency TREHAB Inc. Agent Jodi H	SELF SERVICE USER
2019-04-05	Financial Statement Added	Work submitted by jhedgelon@pplweb.com Agency Name TREHAB Inc.	JHEDGEO
2019-04-05	OnTrack Customer	OnTrack enrollment - refer questions to OnTrack agency	
2019-04-04	Miscellaneous	WATT USR - OnTrack Revenue Class Work Item 2364012 Completed	ZACHARY J REYNOLDS
2019-04-04	Maintain Bill Determinants	customer claims propane heat on watt order	ZACHARY J REYNOLDS
2019-04-04	SC - GRACE EXTENSION	Caller REP Agency. Created by REP for Revenue Class WATT work item ID 2364012	JHEDGEO
2019-04-04	Miscellaneous	WATT USR - OnTrack Revenue Class Work Item 2364012 Created	REP
2019-04-04	Financial Statement Added		JHEDGEO
2019-04-04	Credit	confirmed we received income and will process 1-2days Submitted by Debbie S Agency TREHAB	SELF SERVICE USER
2019-04-04	Miscellaneous	Caller Back Office Ratepayer. she gave her name but was trying to call trehab	STEPHANIE FREY
2019-04-02	SC - GRACE EXTENSION	did not reach cust on a call back.	e03646
2019-04-02	Connect/Disconnect	LMOM for cust to call back. super listened to two calls on 1 18 19 --- no mention of disco on either acct. willing to back date the disco to last billed date of 3 21 if customer satis.	LAURA A FITZGERALD
2019-04-02	OnTrack Customer	OnTrack application submitted by DSWENDSEN@PPLWEB.COM Source Rep	SELF SERVICE USER
2019-04-02	Connect/Disconnect	s w sheron mckay - states when she called in jan that she told us she was disco ing as of Feb. expld to cust we will pull calls and call her back. Advised cust O T will not help with a final acct.	LAURA A FITZGERALD
2019-04-02	Credit	Caller SHERON MCKAY Ratepayer User Comments cci stated she closed the acct end of February but didnt move out until 3 20. Rev and no notes of RP calling to close. adv last pymt Dec 6th. doesnt understand high bill trans to HIGH BILL	SALIM YACCOUB
2019-04-02	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SALIM YACCOUB
2019-04-02	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SALIM YACCOUB
2019-03-21	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-18	Data Repair	Data Repair DR IR149873 D2 - UPDATE N A-DT TO 260	HOLLY BAKER

Contact Date	Contact Type	Remarks	User
2019-03-16	Credit - Outbound Call	Caller SHERON MCKAY Ratepayer. offered p a she declined stated applied for OT adv d of note date 2 1 need proof of income adv d of conseq she stated can t live alone is in assist living that she stated sent in proof gave ph for Trehab 570-253-8941 to s w th them adv d of hours adv d of current 433.54 total 1432.36	PAMELA SILVERMAN
2019-03-16	Credit - Outbound Call		PAMELA SILVERMAN
2019-03-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-03-06	Winter Collection	Winter Collection Notice	
2019-02-01	Correspondence - General	Template Name OnTrack Application Rejection Letter New Created By jhedgelon@pplweb.com Letter Edited No CS Letters ID 2998802	CSLET
2019-02-01	OnTrack - Ineligible	OnTrack application Rejected. Reason You have failed to submit documentation for all sources of household income. If you submit copies of the missing documentation below your application will be processed promptly. Please return this letter along with your documents and send to the agency address below. Pension SS current year award letter or most recent	SELF SERVICE USER
2019-01-26	OnTrack Customer	Income verification email reminder sent.	SELF SERVICE USER
2019-01-22	OnTrack Customer	I m re poi needed for online of app gave options of our fax number and email address. will hold app for 10 days Submitted by Jodi H Agency TREHAB	SELF SERVICE USER
2019-01-22	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2019-01-22	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 2984912	CSLET
2019-01-18	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	KATELYN MILLER
2019-01-18	OnTrack Customer	OnTrack application submitted by KATELYN.MILLER@IQOR.COM Source Rep	SELF SERVICE USER
2019-01-18	SC - REFERRAL TO ONTRACK	Caller SHERON MCKAY Ratepayer. Referred to Ontrack.	E187217
2019-01-18	Credit	SHERON MCKAY Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to apw1502@yahoo.com .	KATELYN MILLER
2019-01-18	Call Transfer	SHERON MCKAY Ratepayer. Customer transferred to apply for OnTrack.	KATELYN MILLER
2019-01-18	Financial Statement Added		KATELYN MILLER
2019-01-18	Credit	Caller SHERON MCKAY Ratepayer User Comments rp wants to know if eligible for ot.i see she was getting reminder calls 90035	ROSEMARY VEGA
2019-01-18	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	ROSEMARY VEGA
2019-01-18	Issued Collection Arrangement	SHERON MCKAY Ratepayer. Comments Customer agrees to terms 524.92 due on 03 01 2019.	ROSEMARY VEGA
2019-01-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-01-04	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2018-12-20	Credit	Caller SHERON MCKAY Ratepayer. cust sd will make payment when she has money then hung up	CHRISTOPHER GEIST
2018-12-20	Credit - Outbound Call		CHRISTOPHER GEIST
2018-09-21	Correspondence - General	Template Name OnTrack Recertification - Failure to Recertify Created By BATCH Letter Edited No CS Letters ID 2771552	CSLET
2018-08-23	Correspondence - General	Template Name Ontrack Recertification Created By CSLET Letter Edited No CS Letters ID 2728663	CSLET
2018-07-12	Change Meter Only Issued	This order was issued for Meter Vision OLD METER 84590888 OUT KWH 21828 OUT KW 0.052 DATE 2018-07-12 NEW METER 300866058 IN KWH 00000 IN KW 0.0	PAM0001
2018-07-12	RF Meter Replacement	RF Meter Installed at premise - 2018-07-12 - 84590888 Installed	CSSDR044
2018-06-14	CIMS ADJ - CANCEL	ADJUSTMENT AMOUNT 145.00- RECEIVE DATE 06 14 2018	CUBAR090
2018-06-14	SC - GRACE EXTENSION	INC10170365 - Grace Extn Suspend Charge Added	CSSDR044
2018-06-14	Special Situation	Account affected by duplicate payment issue on 6 11. Associate questions can be referred to EU Revenue Operations Collection group.	CSLET
2018-06-06	OT Reminder Call		CUBCL026
2018-05-23	Correspondence - Collections	CUT DATE 2018-06-07 AMOUNT 127.04	
2018-05-21	RF Meter Replacement	3 week Letter Sent - 2018-05-21 - 3 Week Letter Sent Mailed to 148 GLADE DRIVE	CSSDR044
2018-05-15	RF Meter Replacement	Call Center Comment - 2018-06-19 - Pocono Sector Do Not Schedule Appointments Before 06 19 2018	CSSDR044
2018-05-08	OT Reminder Call		CUBCL026
2018-05-07	Credit	Caller SHERON MCKAY Ratepayer User Comments requested Daughter Natasha is added to acct as add l rp rp 3 wayed Daugther confirmed provided information. Added to acct. Informed Name will appear on next bill statement issued after 5 31	LILLIAN ROSARIO
2018-05-07	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	LILLIAN ROSARIO
2018-05-07	Maintain Bill Account	Caller SHERON MCKAY Ratepayer added 845-546-4247 as primary phone	LILLIAN ROSARIO

Contact Date	Contact Type	Remarks	User
2018-05-07	Maintain Additional Account Names	Customer NATASHA WHITE added to account 10518-39029 as Addl Ratepayer.	LILLIAN ROSARIO
2018-05-07	Credit	Caller SHERON MCKAY Ratepayer User Comments RP asking to add her daughter to the acct as someone that is financially responsible for the bill along with herself call disconnected while she was trying to get her daughter on the line unable to assess Sat. -AM	ALEXIS MAFFEI
2018-05-07	WUR Assessment	SHERON MCKAY Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No.	ALEXIS MAFFEI
2018-05-07	OnTrack Customer	SHERON MCKAY Ratepayer. OnTrack payment plan to pay 152.04 is due on 05 15 2018.	ALEXIS MAFFEI
2018-05-07	CSS WEB Interface Payment	Caller SHERON MCKAY Ratepayer. Comments Made Payment in the amount of 149.08. Confirmation number was Emailed to apw1502@yahoo.com. Confirmation Number 18050738	ALEXIS MAFFEI
2018-05-07	Credit	Confirmed service is scheduled for termination on 05 10 2018. Amount is 134.08. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	ALEXIS MAFFEI
2018-05-07	Maintain Bill Account	Caller SHERON MCKAY Ratepayer updated alternate phone from - to alternate phone 570-216-7996. Consent Attained	ALEXIS MAFFEI
2018-05-07	Maintain Bill Account	Caller SHERON MCKAY Ratepayer updated primary phone from 347-302-3271 to primary phone 570-895-1506. Consent Attained	ALEXIS MAFFEI
2018-05-02	RF Meter Replacement	6 week Letter Sent - 2018-05-02 - 6 Week Letter Sent Mailed to Address 148 GLADE DRIVE	CSSDR044
2018-04-23	Correspondence - Collections	CUT DATE 2018-05-07 AMOUNT 134.08	
2018-04-06	OT Reminder Call		CUBCL026
2018-03-26	Correspondence - Collections	CUT DATE 2018-04-09 AMOUNT 142.04	
2018-03-19	Data Repair	Data Repair DR_IR146002B - UPDATE N A TO 112	RICHARD H HOFFMAN
2018-03-08	OT Reminder Call		CUBCL026
2018-02-16	Special Situation	FISERV_WALKIN paid 147.04	SELF SERVICE USER
2018-02-07	OT Reminder Call		CUBCL026
2018-01-12	Special Situation	FISERV_WALKIN paid 152.04	SELF SERVICE USER
2018-01-09	OT Reminder Call		CUBCL026
2017-12-28	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2017-12-01	Special Situation	FISERV_WALKIN paid 123.16	SELF SERVICE USER
2017-11-10	Special Situation	FISERV_WALKIN paid 109.66	SELF SERVICE USER
2017-11-06	OT Reminder Call		CUBCL026
2017-10-25	OnTrack Customer	OnTrack payment to support the cost of the program will increase from 3.83 to 4.04	CSLET
2017-10-25	Miscellaneous	A contractor will perform a meter inspection at this premise. Meter inspections are being performed as part of the meter replacement project. The goal of these inspections is to gather some general information on customers meters which will be used to update our customer service database in advance of meter deployment.	CSSDR044
2017-10-18	Special Situation	FISERV_WALKIN paid 69.53	SELF SERVICE USER
2017-10-09	OT Reminder Call		CUBCL026
2017-09-11	Special Situation	FISERV_WALKIN paid 151.83	SELF SERVICE USER
2017-09-11	Correspondence - General	Template Name Satisfaction Not Assessed Created By Cigler Jessica Marie Letter Edited No CS Letters ID 2224274	CSLET
2017-09-11	Credit	Caller SHERON MCKAY Ratepayer. cont customer hung up jmc	JESSICA CIGLER
2017-09-11	Credit	Caller SHERON MCKAY Ratepayer Customer Satisfied No User Comments sw sheron mckay RP called to see about pymts and why the ivr is still stating a pymt of 151.83 id due let her know that she has been always a month behind with missing her ot pymt in april let her know that she is current and all that is owed is her ot pymt due 9 13 sat-unable to assess	JESSICA CIGLER
2017-09-06	OT Reminder Call		CUBCL026
2017-08-29	Special Situation	FISERV_WALKIN paid 151.83	SELF SERVICE USER
2017-08-23	Correspondence - Collections	CUT DATE 2017-09-07 AMOUNT 151.83	
2017-08-10	IVR Customer Initiated Payment	IVR Term Date 08 14 2017 Med Cert - No Payment 153.66 Confirmation Number 17081077	IVR
2017-07-25	Correspondence - Collections	CUT DATE 2017-08-08 AMOUNT 153.66	
2017-07-10	OT Reminder Call		CUBCL026
2017-07-03	Special Situation	FISERV_WALKIN paid 150.00	SELF SERVICE USER
2017-06-21	Correspondence - Collections	CUT DATE 2017-07-06 AMOUNT 151.83	
2017-06-06	OT Reminder Call		CUBCL026
2017-05-30	IVR Customer Initiated Payment	IVR Term Date 06 07 2017 Med Cert - No Payment 151.83 Confirmation Number 17053003	IVR
2017-05-25	Data Repair	AcSS SSR Auto close Dt Mismtch WFM and Insrt SSR	CSSDR044
2017-05-23	Correspondence - Collections	CUT DATE 2017-06-07 AMOUNT 151.83	
2017-05-18	Cust Choice 1 Bill	Supplier added on 2017-05-23 - Stream Energy PA	
2017-05-18	Batch Enrollment		
2017-05-17	OnTrack Customer	New feature called OnTrack shopping. Allows customer to shop participating supplier. Get 7 percent disc for 12 months.	CSLET

Contact Date	Contact Type	Remarks	User
2017-05-08	OT Reminder Call		CUBCL026
2017-04-28	Special Situation	FISERV_WALKIN paid 151.83	SELF SERVICE USER
2017-04-28	SC - MED CERT - 3 DAY	IVR Med Cert - Yes Shut Off Date - 05-08-2017	IVR
2017-04-24	Correspondence - Collections	CUT DATE 2017-05-08 AMOUNT 151.83	
2017-03-08	Special Situation	FISERV_WALKIN paid 141.83	SELF SERVICE USER